

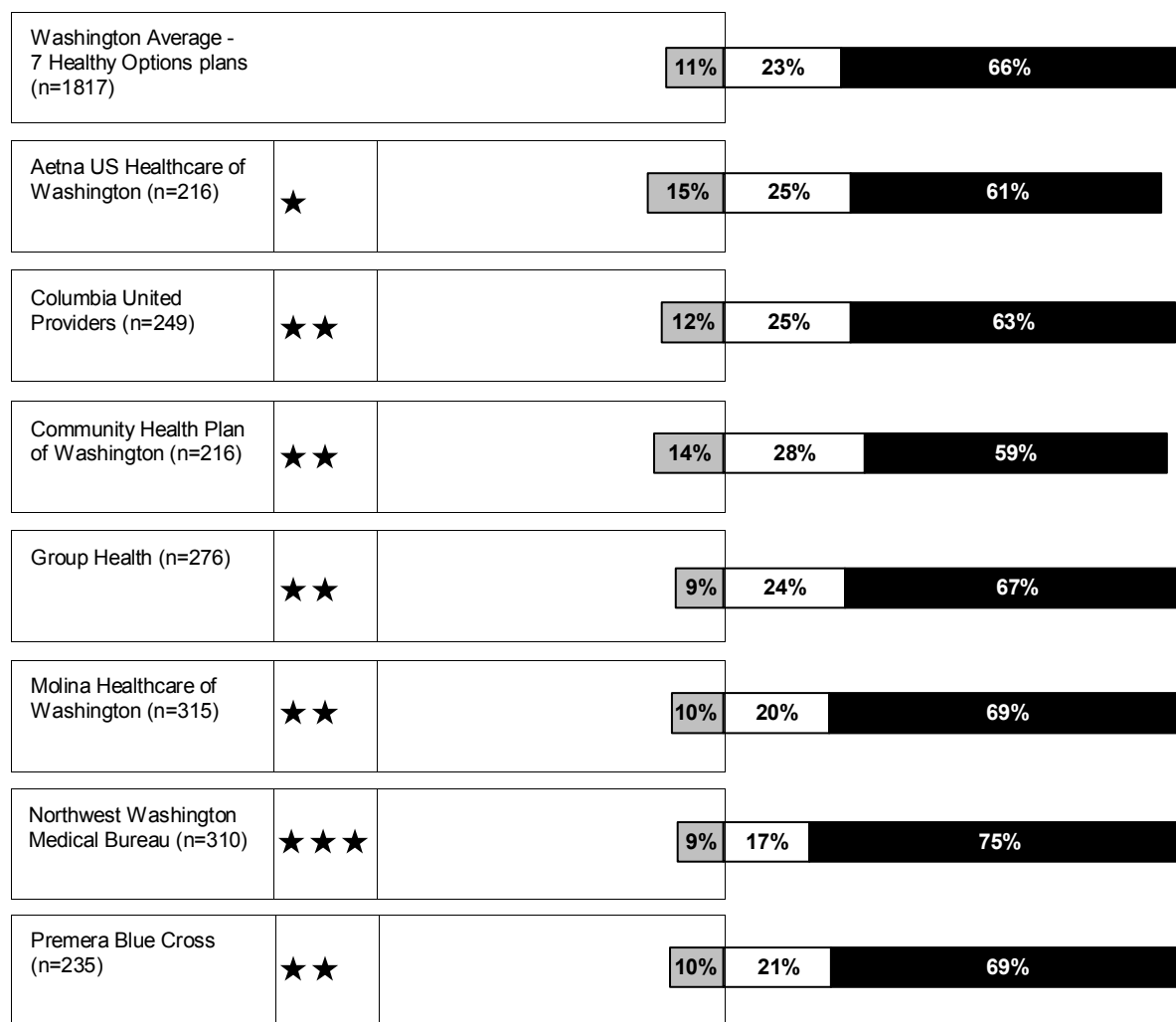
Healthy Options - Children

Core CAHPS Questions

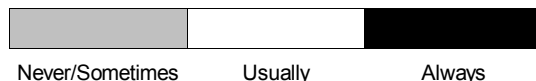
Composite

How Well Doctors Communicate

This chart summarizes the responses to survey questions 32, 33, 34, 35, 37, and 38 contained in the composite, "How Well Doctors Communicate." Individual question-level responses immediately follow.



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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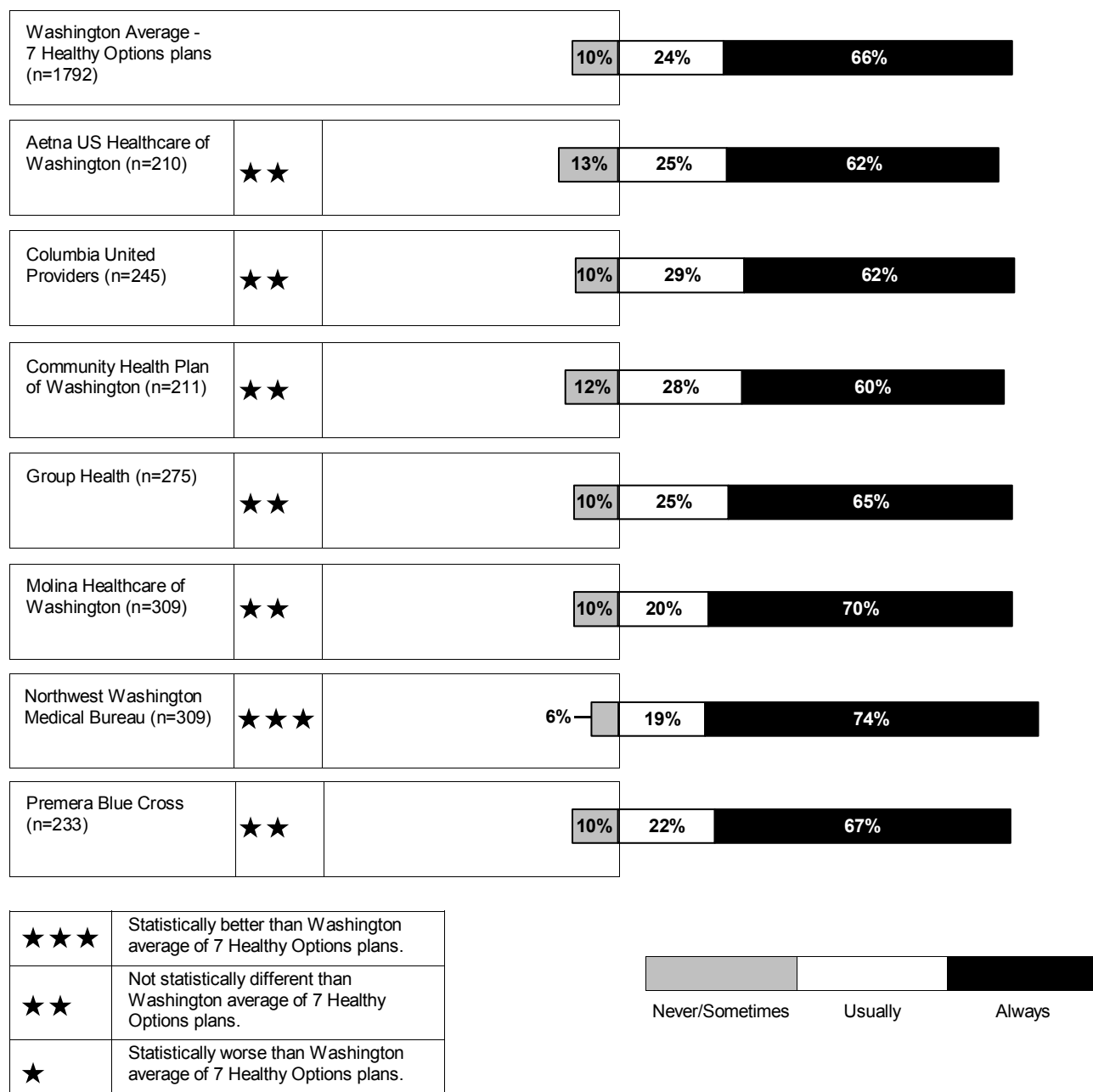
Healthy Options - Children

Core CAHPS Questions

Question 32

How Well Doctors Communicate

Q32. "In the last 6 months, how often did your child's doctors or other health providers listen carefully to you?"



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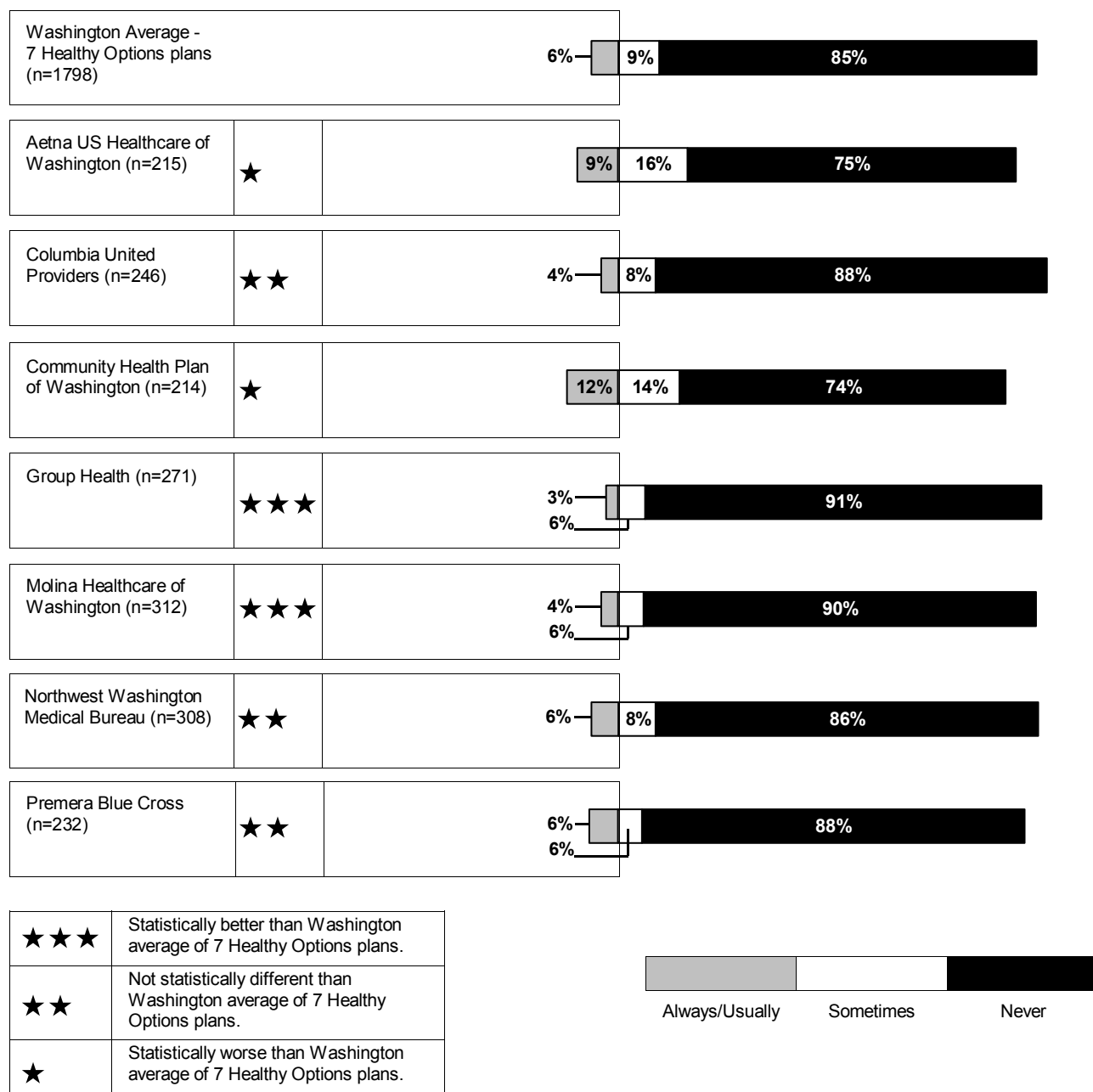
Healthy Options - Children

Core CAHPS Questions

Question 33

How Well Doctors Communicate

Q33. "In the last 6 months, how often did you have a hard time speaking with or understanding your child's doctors or other health providers because they spoke different languages?"



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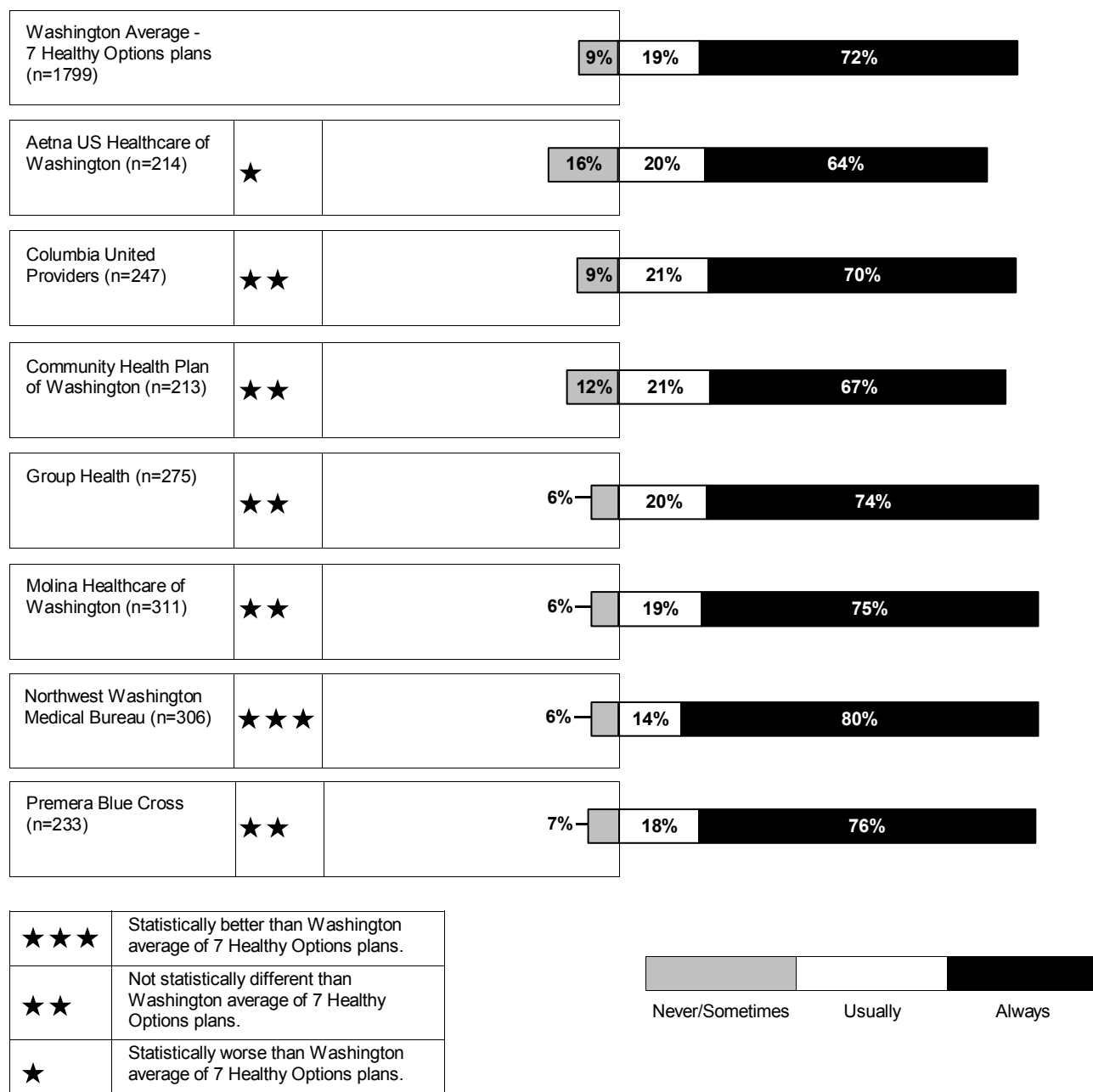
Healthy Options - Children

Core CAHPS Questions

Question 34

How Well Doctors Communicate

Q34. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"



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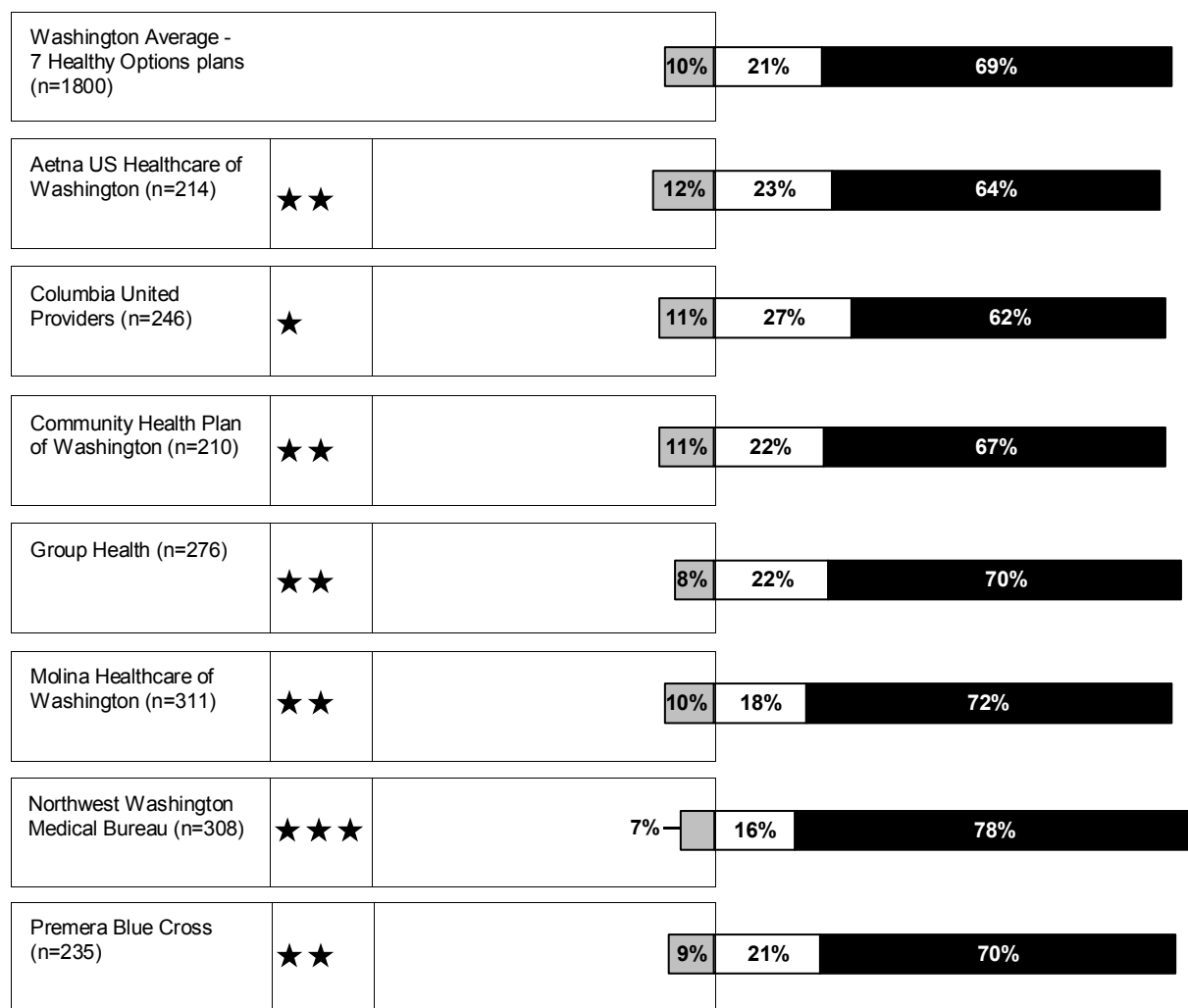
Healthy Options - Children

Core CAHPS Questions

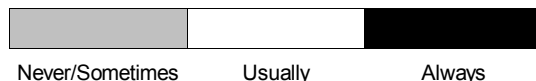
Question 35

How Well Doctors Communicate

Q35. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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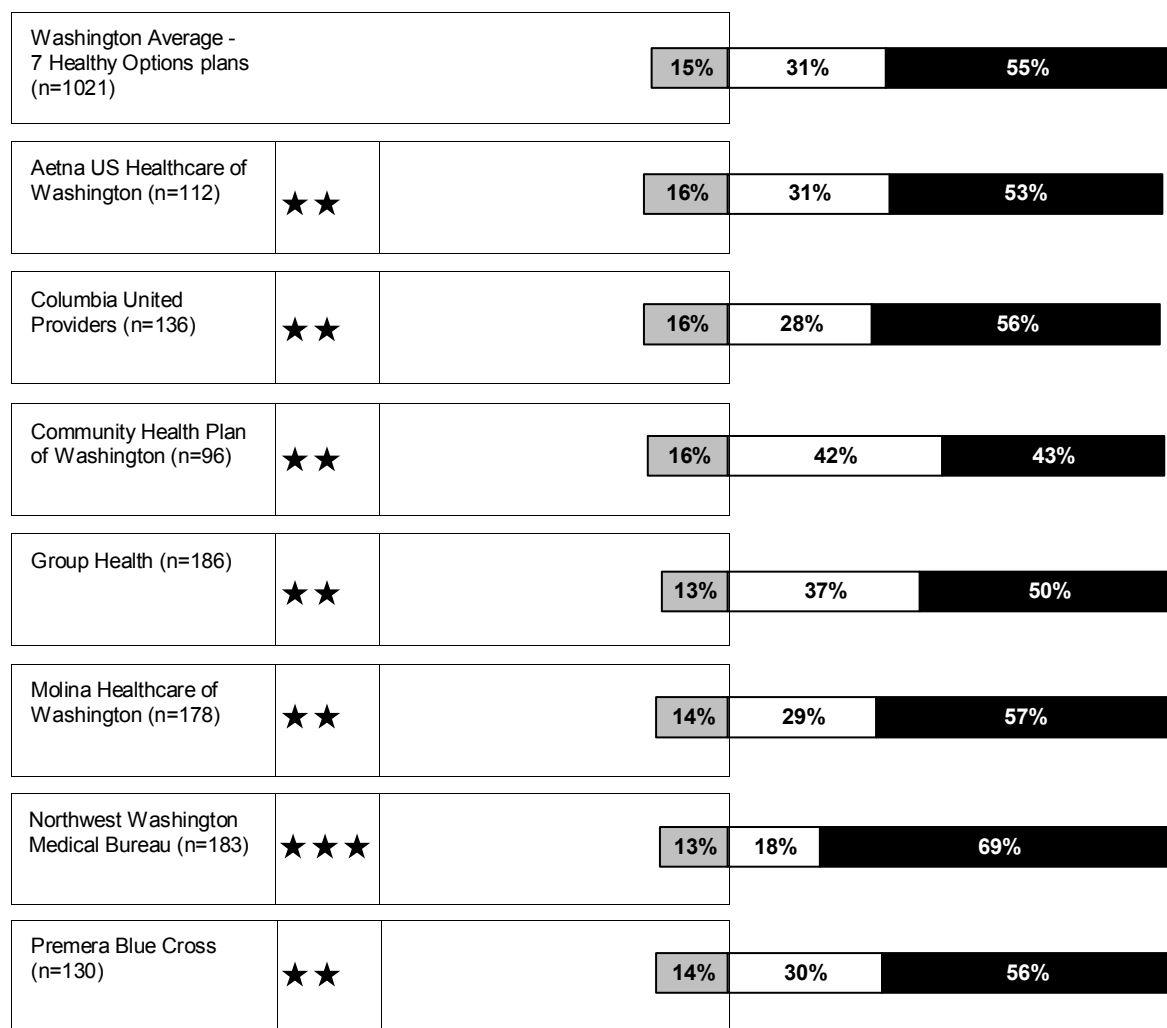
Healthy Options - Children

Core CAHPS Questions

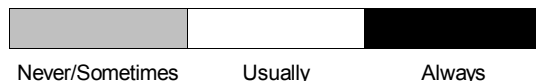
Question 37

How Well Doctors Communicate

Q37. "In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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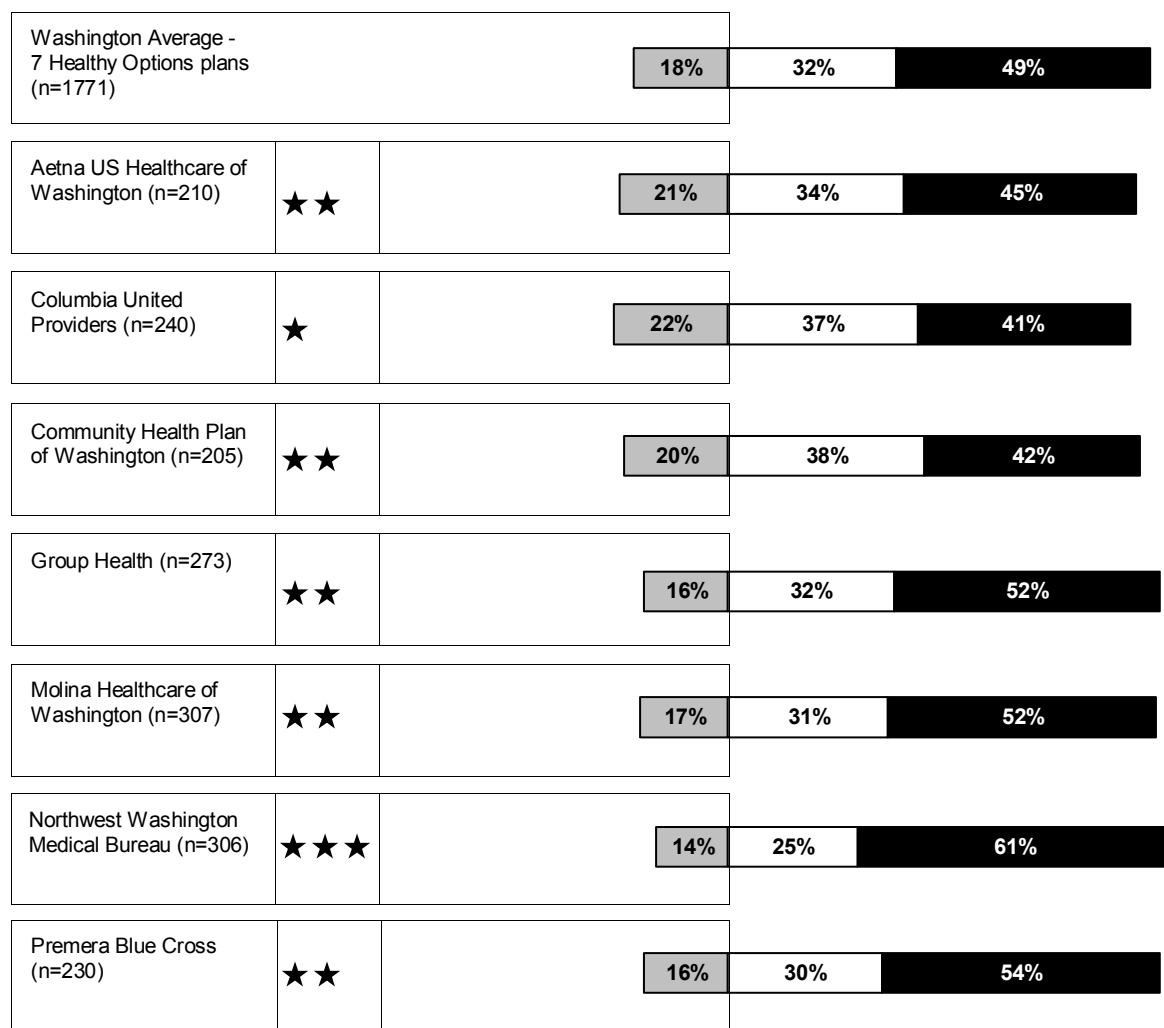
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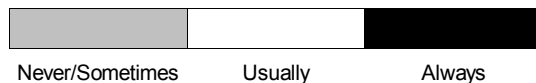
Question 38

How Well Doctors Communicate

Q38. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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